Registration Webinar Follow-Up
Reminders and Frequently Asked Questions

Here are the questions and answers from registration webinars. If you have questions that aren't answered here, e-mail providerenrollment@dshs.wa.gov or call 1-800-562-3022, and select option 2, then 4, then 2.

Step 1: Basic Information

Q: Is a school district considered a group provider?
A: It could be, or it could be an FAOI (facility, agency, organization, institution). Contact Provider Enrollment at providerenrollment@dshs.wa.gov or call 1-800-562-3022 (select option 2, then 4, then 2) if you're not sure.

Q: Is it possible to change our domain name?
A: Not at this time.

Q: Is a skilled nursing facility considered an individual or group?
A: A skilled nursing facility is an FAOI (facility, agency, organization, institution) enrollment type.

Q: Is the "organization business name" the "dba?"
A: Yes.

Q: Which entity type do I use for a non-profit public ambulance service?
A: Use the "non-profit" entity type.

Q: If we have a group, and multiple servicing providers within that group, do we need to do group registration and individual registration for each physician?
A: Yes.

Q: We have one tax ID, but several NPI numbers that are linked to several different payment addresses. How does this relate to DSHS needing one "base location" for payment address?
A: Each NPI has one base location.

Q: Does each NPI need a security administrator to assign passwords and logons?
A: Yes.

Q: If you are a group with a group NPI and individual NPIs for providers, do you have to have a group domain as well as individual domains for each servicing provider?

A: Each servicing provider will not have their own domain. The organization can get to the servicing provider's information through the organization's business process wizard.

Q: If the security administrator and the users are the same for all NPI numbers in the practice, am I to understand that I still need to register the same users and administrator over and over again for each NPI?

A: This is correct unless the NPI numbers you're referring to are for servicing providers. In that case, you would just do security for your group/organization.

Q: We are a billing service. Does each of our clients have to have their own domain?

A: Yes; each client will have their own NPI, which is the domain.

Q: We are a billing company and we bill for several different providers in Washington. Will each of those provider offices need to register online and assign us, the billing agent, in order to have access to their information under our domain name?

A: In order for a billing company to bill for an individual provider, that provider must associate the billing agent with their organization during registration. They will not be accessing information under your domain name. They will have their own.

Q: What is UBI?

A: Unified Business Identifier. It's found on your business license.

Q: We're a skilled nursing facility. Do we need to enter the doctors who come see patients here?

A: No.

Q: So will ProviderOne require the NPI instead of the old DSHS provider number?

A: Yes.

Q: We are an ambulance service. So we're an organization, but we operate under one tax ID/NPI. Should we register as a group or individual?

A: Use the Facility, Agency, Organization, Institution (FAOI) enrollment type to register.

Q: What is FEIN?

A: Federal Employer ID Number.

Step 2: Locations

Q: There was an anomaly for hospital-based doctors who also provided outpatient care in clinics (as our radiologists do); each doctor was double-loaded. Is there a self-audit function to let referring physicians know which is the hospital location?

A: There is no self-audit function to let the referring physicians know which is the hospital location.

Q: Is the location code automatically assigned or user assigned?

A: The location code is automatically set by the system. NPI base locations are 00; others are added sequentially.

Q: In the case of a hospital, where we have some providers who use the hospital's "pay-to" address, but others who use another "pay-to" address, what do we do? Can we have two different pay-to addresses for one location?

A: You cannot have two pay-to addresses for one location. If the doctors who practice at the hospital do their own billing, payment will go to their pay-to address. If the hospital does the billing, payment will go to the hospital pay-to address.

Q: How does the "accept new client" checkbox work?

A: If it's checked, it means you are accepting new clients. You can check and uncheck this box as often as you'd like.

Q: What if you have two locations for one provider? How do you show two locations with one mailing and one pay-to address?

A: You will have one base location and multiple servicing locations. The pay-to and mailing addresses are linked to the base location.

Q: Why can't we add a location to multiple domains?

A: Each domain has a base location. You can add multiple servicing locations to each domain. All payments go to the base location pay-to address for each domain.

Q: Our radiologists provide interpretation services for a number of different clinics. Are these clinics considered locations that we need to enter? Or is the location specifically associated with the different branches of our organization?

A: The locations are where your offices are.

Q: What is the difference between service location and base location NPIs?

A: Each NPI has a base location where they receive their mail and payments. Each NPI also will have servicing locations where they perform their business.

Q: Is a pay-to NPI considered a base location vs. a servicing location, which may have a different NPI as it's a different address that the pay-to NPI?

A: The base location is the only location that has a pay-to address. Each NPI can have multiple servicing locations.

Q: We (the billing department) are located in a separate facility than all of our providers. We receive the payments and all information regarding ProviderOne. Are we the base location or the servicing location?
A: You are the base location.

Q: What is the mailing address used for on each servicing location? We have a central business office that should receive most communications from DSHS, but I need to know what would be sent to the mailing address to determine what address to link to each servicing location.
A: Very little is sent to the mailing address of a servicing location. Bulk DSHS mailings will always go to the base location mailing address. Payments will go to the pay-to address on the base location.

Q: If our providers see patients at the nursing home, do we need to add the nursing home to our provider location?
A: No.

Q: Can the base location be a post office box or does it have to be a physical address?
A: It must be a physical address.

Q: If you have a pending address change in three weeks, can you enter the old address that is validated, and give an end date, and then give the new address?
A: You cannot use a future date for an end date. So you will need to wait to update your file. After your registration is approved by DSHS, you will be able to update your provider file at any time.

Q: If we have only one location, we would only check that the base address information is correct, right?
A: You need to check all three addresses, even if they are all the same address.

Step 3: Specializations

Q: Are taxonomy codes required for referring providers?
A: Yes; a referring provider **does** need a taxonomy for a claim to be paid to the billing provider.

Q: Will the taxonomy codes be transferred from WAMedWeb?
A: No.

Q: We have multiple sites. Some providers are not credentialed and do not have their own DSHS provider number. We bill using the facility number. Do we do anything differently for these providers in ProviderOne registration? Do these providers need to be registered in ProviderOne?

A: You don't do anything differently. Just register your facility that came over with ProviderOne.

Q: What's the taxonomy code?

A: That's a number you got from the federal government when you applied for your NPI. It's a number that describes your provider's specialty/subspecialty. For more information, read the *Using Taxonomy in ProviderOne* fact sheet on our Web site: http://maa.dshs.wa.gov/providerone/Providers/Fact%20Sheets/FactSheets.htm

Step 4: Ownership Details

Step 5: License and Certification

Q: On the licensing step, will we be able to update our licensing information here when we get renewed annually, or do we still fax it in to DSHS?

A: You will be able to update that information here.

Q: What if a provider's Medicare certification is still pending? Do we have to wait for Medicare enrollment before we can enroll a provider in ProviderOne?

A: Yes. DSHS does not accept any pending licenses/certifications.

Q: So every time a provider renews his or her license, we need to update their individual profile?

A: Yes.

Q: Are we required to resubmit copies of licenses and tax information if we are already a current provider?

A: No, unless you find the information incorrect in ProviderOne.

Q: Do we have to submit a core provider agreement and license and certification for every provider again?

A: No. Only for new providers.

Step 6: Training and Education

Step 7: Identifiers

Step 8: Contract Details

Step 9: Federal Tax Details

Step 10: Invoice Details

Step 11: EDI Submission Method

Q: How do we know if we are batch submitters?
A: You will need to talk to the people who submit your claims.

Q: What constitutes an online "batch" provider? I bill through WAMedWeb, but just one claim at a time. Is this considered "batch?"
A: One claim at a time is not considered batch. For one claim at a time, you will not need a TPA.

Q: We submit through WAMedWeb. Does that mean we are submitting in batch? We transmit daily and weekly through WAMedWeb ourselves.
A: If you are uploading a file to submit through WAMedWeb, than that is considered a batch.

Q: What if we are going to submit paper claims, and not use a clearinghouse? Do we still need to register for ProviderOne?
A: Yes. You will want to make sure your information converted correctly and that the taxonomies are correct for billing purposes.

Q: Can we register as a Web batch submitter now, but change to FTP later?
A: You can change whenever you'd like. You would go back into the business process wizard to make the change.

Q: Is there anything different that needs to be done for ProviderOne registration if we are planning on submitting claims via paper rather than electronically?
A: There isn't anything different to do. Not selecting a submission method implies you will submit your claims via paper.

Q: We are in the process of transitioning to a new EDI billing system. For a period of time, we will be using both the old system and the new system. Will ProviderOne be able to accommodate this?
A: As long as you use the same submitter information, you should be ok. It needs to adhere to our Companion Guides.

Q: I am a very small sole proprietor practice and have been submitting by paper. How difficult is it to start submitting electronically?

A: Direct Data Entry (DDE) would be a great option for you! Training on DDE will occur later in the year. Make sure that you're signed up for the ProviderOne e-mail distribution list: http://listserv.wa.gov/cgi-bin/wa?A0=PROVIDERONE_PROVIDER_READINESS

Q: I don't see DDE for submitting. Which one do I choose?

A: You don't. That is an automatic feature available in ProviderOne. You can do DDE and other claim submission methods.

Q: So if you are only doing DDE and paper, you would not do any of the EDI portions, correct?

A: Correct.

Q: When you are a sole provider, are you considered a billing agent?

A: You would only choose "billing agent" if you use a third-party billing agent – an organization whose business is to do billing on behalf of providers.

Q: Which one do we choose if we use WinASAP?

A: Choose "WebInteractive."

Q: In the associate billing agent/clearinghouse, I don't see 837 transactions. Why?

A: If you are using a billing agent or clearinghouse, they will select the HIPAA transactions during their registration.

Q: We use one clearinghouse to submit claims, and another clearinghouse to receive eligibility response transactions. I assume we just enter these as two clearinghouses, and select the appropriate transactions for each. Is that correct?

A: Clearinghouses will do their own registration and select the appropriate transactions.

Q: Will we still be able to use and bill in WinASAP?

A: Nursing homes will be able to use WinASAP for six months after go-live.

Step 12: EDI Billing Software Details

Q: What does software protocol mean?

A: This is only required if you do electronic submissions. Contact your software vendor for this information.

Q: For a hospital, does each doctor who has privileges have to be listed as a servicing provider?
A: Not for hospitals.

Step 13: EDI Submitter Details

- Clearinghouses and billing agents need to complete registration before the providers they submit on behalf of can complete their registration. Those providers then need to link themselves to the clearinghouse or billing agent they work with.

Q: We have a contract with a company who completes the billing for us. Is this considered a billing agent?
A: Yes.

Q: Do we still need to register for ProviderOne if we use a clearinghouse to submit claims?
A: Yes. You will want to make sure your taxonomies are correct for billing purposes.

Q: Do I need to be concerned with whether my clearinghouse has signed a TPA?
A: Yes. You should check with your clearinghouse.

Q: We currently use WAMedWeb to find eligibility. Some of the screens in this presentation look familiar. Is this going to be the site we use to find eligibility, rather than using WAMedWeb?
A: Yes.

Q: We use WinASAP to bill. Is that considered a HIPAA transaction?
A: Yes.

Q: Which EDI submission type is WinASAP?
A: It is considered "Web batch."

Q: If we currently check our client's eligibility on WAMedWeb and want to continue doing this, will we need a trading partner agreement?
A: ProviderOne will take the place of WAMedWeb. You will need a trading partner agreement if you check eligibility using batch transactions.

Q: Will WAMedWeb's customer database convert to ProviderOne?
A: We will convert four years of client history information.

Q: Will we need a trading partner agreement (TPA) if we use a clearinghouse?

A: You won't need a trading partner agreement with us unless you submit batch transactions, including eligibility checks.

Q: How can we find out if our clearinghouse is ready to go with ProviderOne?
A: Please contact your clearinghouse.

Q: I have contacted our clearinghouse and they have not received their submitter ID yet. Will this stop us from finishing our registration and such?
A: Yes. I suggest they find out if they submitted their information correctly. They can contact 1-800-562-3022, option 2 then option 5.

Q: Do I have to enter my billing software information if I use a clearinghouse?
A: No, you will not have to complete that step. There is another step where you will enter your clearinghouse's ProviderOne ID.

Q: As a clearinghouse, will we have the ability to view providers who have chosen us as their submitter?
A: Yes.

Step 14: EDI Contact Information

Q: Is there space for phone extensions in the contact information?
A: No, it only accepts xxx-xxx-xxxx formats.

Q: If we choose to receive ProviderOne notifications via "ProviderOne Notice," does that mean we have to remember to go to the portal to check?
A: Yes. You will need to check your portal inbox.

Q: We're government owned. What should we enter for first and last name?
A: You can enter your business name in that field, if applicable. (You can put the same word in both fields, since they're both required.)

Step 15: Billing Provider Details

Q: After implementation, if we have a new provider, will we have to register them in ProviderOne? Or will they be entered as part of the DSHS enrollment process (by DSHS)?
A: You will do this through ProviderOne after implementation.

Q: How do we delete an inactive servicing provider?
A: You cannot "delete" a servicing provider. What you can do is "end date" the provider.

Q: Right now I just have one provider to register, but we're expecting to add a couple more in a few months. Do I need to contact DSHS at that time, or simply add the new providers?

A: You will use the enrollment wizard through ProviderOne at that time. Provider Enrollment will review the information submitted and process the submission at that point.

Q: What should we use as the start date for when we will begin submitting a provider's claims?

A: Please use the date you first started submitting for this provider. It will likely be a date in the past.

Q: Is the "end date" different from the "expire date"?

A: Yes. Licenses expire, and an end date could be when someone leaves.

Q: What start/effective dates do I use? There isn't a go-live date yet.

A: Any date, past or present, will work. The day you are registering in the system will work.

Q: On the servicing provider list, do we actually have to have the dates every provider started at this practice?

A: You can use the date you do registration as their start date, or the day they started, or the day you started taking Washington State Medicaid.

Step 16: Payment Details

Q: If we use EFT for payment, do we have to do anything here?

A: You should examine your provider record to make sure it is set correctly.

Q: We currently receive an electronic payment (direct deposit) and download the remittance advice (RA) from WAMedWeb. When we switch to ProviderOne, will it work the same way? And is it necessary to add the payment mailing address?

A: Please check how you want to receive payment during registration. You will download the RA through ProviderOne. You will want to check your payment mailing address at your base location. This information was converted; however, we ask that you check to make sure it's correct.

Q: If we receive our payments by EFT, do we put the bank's address as the pay-to address?

A: Use the address where you want to receive your Remittance Status Report. It will be on the payment detail screen.

Q: If we already do EFT, will our information be transferred to ProviderOne?

A: Yes, but you should validate it during registration.

Q: If we sign up for EFT, does it take effect right away?
A: It takes 14 days to take effect.

Q: Pay-to address? What if you get direct deposit?
A: You will continue to get direct deposit. Use the address, however, that you would use if you were to get paper checks.

Q: What e-mail address will be used with EFT – the one shown in the location?
A: It can be any e-mail address that works for you.

Q: Isn't paperwork needed for EFT payments?
A: Yes. There is a form to be completed, which you can submit with the cover sheet shown in the webinar.

General Tips and Questions:

- Everything in the system is case-sensitive.
- You will be logged off of ProviderOne after 10 minutes of inactivity.

Q: We have several ProviderOne ID numbers. Will I need to go through this process for each number?
A: Yes.

Q: When you change a filter setting and close the screen, will the new setting be in place when you re-enter that screen?
A: It may, but you should not depend on it. You should make it a practice to be aware of the filters.

Q: Will there be any technical support available to us by phone if we get lost in the middle of this registration process?
A: Yes. Please contact Provider Enrollment at 1-800-562-3022 (select option 2, then option 5).

Q: We are a local community health agency that reports our services through an RSN. How can we find out what has been done on our behalf through ProviderOne?
A: You will need to complete registration. The RSN will not complete your registration.

Q: Will this system replace the current paper provider enrollment process? If so, when?

A: Yes, at go live. Our next checkpoint is mid-July. We hope to be announcing a go-live date soon thereafter. I recommend you start this process right away as it may take some time and effort.

Q: When I am setting my filters during the steps, does the % sign automatically fill in, or do I put it in?
A: You must put it in yourself.

Q: If I've already entered some of this information in the NPPES (National Plan & Provider Enumeration System), will that data transfer over to ProviderOne, or will I have to re-enter all that information?
A: It will not transfer over. They are different systems.

Q: What is the estimated turnaround time from the point a record is entered in ProviderOne to when it's approved by DSHS?
A: It will depend on the workload, which is huge right now. Normally, you can expect about a 30-day turnaround.

Q: Can you start the provider registration process, log out before completing it, and then later log back in to complete and submit it?
A: Yes. The information will be stored but will not be submitted to DSHS until you complete all of the steps and click the "submit" button.

Q: As we go through the registration process, if we do not enter information correctly or if it is not accepted by DSHS, will we be informed prior to ProviderOne going live?
A: Remember to check your ProviderOne portal in-box. That is how you will receive this information.

Q: Can we still send only the paper enrollment forms as we have done in the past? This process of online registration seems to take longer.
A: You will need to do this online.

Q: Will I lose information if the system times out?
A: No.

Q: Will the portal work with Firefox or Safari?
A: No. You need to use Internet Explorer.

Q: Can registration be done from any computer, or does it need to be the server in the office?
A: It can be done with any computer that has Internet Explorer.

Q: What software is available for electronic filing?

A: We do not endorse any software. There are specific criteria required. This information is in the Companion Guides at http://hrsa.dshs.wa.gov/dshshipaa/.

Q: What if our registration is not approved? Will the state contact us or will it flag me another way?

A: You will be notified by mail if your registration is not approved. You also can call Provider Enrollment at 1-800-562-3022, option 2 then option 5, to check status.

Q: When can we buy a card reader, how much are they, and where do we get one?

A: Please watch our Web site and the ProviderOne Countdown newsletter for more information.

Q: When should I finish the ProviderOne provider registration?

A: We encourage you to complete registration as soon after this webinar as possible so the information in fresh in your mind.